

## Health Check – How Effective is your Team

<b>Setting Goals:</b>	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> neutral	<b>4</b> Agree	<b>5</b> Strongly agree
1. The goals of the practice are clearly stated and have been communicated to all team members?					
2. The goals of the practice include specific standards relating to patient care?					
3. Everyone who works in the practice share the same goals?					
4. Everyone shares the same standards in patient care and work ethic?					
5. Each individual in the practice is clear about the requirements of their role and how they contribute to the collective goals of the practice?					

<b>Engaging the Team</b>	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> neutral	<b>4</b> Agree	<b>5</b> Strongly agree
1. The practice leaders are interested in team member's suggestions for improving the effectiveness of the practice?					
2. Team members are given the opportunity to make suggestions and contribute ideas to the ways the practice is run?					
3. All team members are treated with respect and dignity?					
4. Team members are provided with regular feedback on the progress the practice is making in achieving its goals?					
5. Team member's effort and good performance is acknowledged and recognised?					

<b>Assign Roles and Responsibilities</b>	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> neutral	<b>4</b> Agree	<b>5</b> Strongly agree
1. All tasks required to keep the practice running smoothly have been identified and have been allocated to individuals?					
2. All team members are aware of how their tasks impacts on others and have an agreed strategy that enhances efficiency and reduces duplication?					
3. The practice has contingencies in place to deal with crises or ad-hoc situations?					
4. Team members have sufficient knowledge about each other's work to cover for individuals who are sick or on leave?					
5. Team members are clear about the parameters of their role and know which decisions they can take and which decisions they need to refer and who the decisions need to go to?					

<b>Communicate</b>	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> neutral	<b>4</b> Agree	<b>5</b> Strongly agree
1. The practice has regular team meetings?					
2. Team meetings are organised and conducted using a specific agenda?					
3. There are clear and well established communicate channels for keeping all team members (including part-timers) informed of changes in the practice?					
4. Team members know who to go to when they encounter problems in performing their work?					
5. The practice has an established channel for communicating with patients?					

<b>Reflect and Review</b>	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> neutral	<b>4</b> Agree	<b>5</b> Strongly agree
1. The practice has an established process for reviewing newly implemented procedures in the practice?					
2. There is an established process for monitoring and reviewing team performance?					
3. There is opportunity and a process for the practice to learn from mistakes and to use this information to improve the overall effectiveness and efficiency of the practice?					
4. The practice seeks the input of patients in improving the provision of services?					
5. The practice has an established channel for communicating with patients?					